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e-commerce solutions



iPlanet Release Notes for BuyerXpert 4.0

Last updated on 11/30/00

These release notes represent the information available at the release of BuyerXpert 4.0. Electronic versions of these release notes and other BuyerXpert documentation can be found at:

- Customer web site: <http://web.archive.org/web/20010807094048/http://iplanetcustomers.com/>
(call iPlanet Support for password)
- Technical Support web
site: http://web.archive.org/web/20010807094048/http://www.iplanet.com/support/technical_resources/buy

We recommend that you refer to the web site for the latest information prior to installing and setting up your software, and thereafter that you periodically view the most current release notes and manuals.

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What's New in BuyerXpert 4.0

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Portal

BuyerXpert 4.0 introduces the BuyerXpert Web Portal, a customized interface to the Internet and BuyerXpert. In addition to displaying whatever Internet services you choose (such as email, stock quotes, newsletters), you can configure the portal to display current data about BuyerXpert, such as information on requisitions that are pending approval.

If you are set up with a single login, when you log on to the portal and click links to the BuyerXpert data, you automatically log on to BuyerXpert without the additional BuyerXpert login screen.

Advanced Search For Catalogs

This release of BuyerXpert allows you to do advanced searching for any of the following:

- Similar Word Forms--An expansion of a word to different forms. For example, a similar word expansion of GO might include GO, GOING, WENT, and GONE.
- Match on All Words (AND)--A search of all the words given in the search condition. For example, the search string *today tomorrow* results in findings that contain the words today AND tomorrow.
- Match on Any Words (OR)--A search on any of the words given in the search condition. For example, the search string *today tomorrow* results in findings that contain the words today OR tomorrow.
- Sounds Like--A search for words that sound similar to the words given in the search string. For example, the search string "rite" results in findings that contain words such as right and write.
- Inexact Spelling--A search you can use if you are not sure how to spell a word.

Timecards

The new timecard functionality provides a mechanism for entering billable hours (and their associated project codes, accounting codes, and so on) into the BuyerXpert database as a requisition. Although the user initiates the timecard process at the Welcome screen of the BuyerXpert user interface, the timecard process is actually outside the buying process, using only the following functionality of BuyerXpert:

- Create requisition--Specifically a timecard requisition
- Approve--Using the standard BuyerXpert approval process
- Track--Using the standard BuyerXpert track process
- Transmit--Using ECXpert

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Increased Reporting Capabilities

In BuyerXpert 4.0, the large repository of diverse reporting capabilities provides for centralized purchasing management, analysis, and control.

Improved Graphical Interfaces

BuyerXpert 4.0 provides an intuitive user interface with:

- Multiple catalog views
- Advanced search capabilities
- Improved approval process

BuyerXpert 4.0 also provides an advanced administrative interface, now written in HTML, that offers:

- The hierarchical inheritance of rules
- A different interface for super administrators compared to organizational administrators and self administrators
- An Import utility that is integrated with the Admin interface

High Scalability and Performance

BuyerXpert 4.0 supports reliability and scalability through the leveraging of the iPlanet Application Server, iPlanet Directory Server, and Process Automation Engine.

Multi-locale Capabilities

BuyerXpert 4.0 supports multi-currency, multi-byte, and multi-character set requirements. These multi-local capabilities encourage global business operations.

Real-time Price Calculations

BuyerXpert 4.0 performs real-time price calculations for discounts, charges, allowances, promotions, taxation, and shipping. These real-time price calculations reduce input errors and ensure contract compliance.

Interoperability

BuyerXpert 4.0 automates integration with trading partners by supporting OBI XML generation, iPlanet ECXpert EDI document exchange, and automatic order cancellation.

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Comparison to BuyerXpert 3.X

The following table summarizes the differences between the architecture of BuyerXpert 4.0 and BuyerXpert 3.X:

BuyerXpert 3.X	BuyerXpert 4.0
HTML templates	JSPs
Server-side JavaScript	Server-side Java
Submission tables	Servlets

C++ business objects	Java objects + EJBs business objects
CORBA services	Native Java services
Cadis catalog	RDBMS-based catalog
RDBMS-based membership	LDAP membership
Workflow based on JavaScript	Workflow based on iPlanet Process Manager

Documentation

The BuyerXpert 4.0 documentation set includes:

- *Release Notes*--Contains important information on the current release of BuyerXpert. Read this document before working with the new BuyerXpert release.
- *Deployment Notes*--Provides guidelines for planning a new BuyerXpert implementation.
- *Upgrade Overview Notes*--Provides overview guidelines for upgrading an existing BuyerXpert system.
- *Concepts*--Describes the over-all functionality of BuyerXpert. Read this document if you are unfamiliar with BuyerXpert.
- *Installation Guide*--Provides instructions for installing the BuyerXpert product and its enabling software.
- *Administration Guide*--Provides reference information and instructions on administering a fully installed BuyerXpert system.
- Admin interface Help--Provides guidelines and instructions for using the graphical administrative interface to administer BuyerXpert.
- User interface Help--Provides guidelines and instructions for performing the procurement tasks of BuyerXpert.
- Catalog interface Help--Provides guidelines and instructions for managing catalogs.

Manuals for iPlanet products can be found at the following web site:

<http://web.archive.org/web/20010807094048/http://docs.iplanet.com/docs/>

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Installation Issues

- [Requirements](#)
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Requirements

The following supporting software is required for BuyerXpert 4.0:

For BuyerXpert 4.0
Solaris 2.6 or 2.8

Netscape Navigator 4.7, 4.75, 4.76, 6.0 or higher, or Internet Explorer 4.0, 5.0
iPlanet Web Server (iWS), Version 4.1 SP3
iPlanet Application Server (iAS), Version 6.0 SP1
iPlanet Directory Server, Version 4.11 or 4.12
iPlanet Process Manager, Version 6.0 SP1
ECXpert 3.0 SP3
Oracle Server 8.1.6 with InterMedia Search Engine
Oracle Client Server 8.1.6
Actuate Report Server, Version 4.1

Patches

For the Solaris 2.6 operating system, check whether the following patches are installed.

Patches for Solaris 2.6	Status
106040-11 X Input and Output Method patch	Required
105181-15 Kernel patch	Required
105284-25 Motif Runtime Library patch	Recommended
105490-07 Dynamic Linker patch	Recommended
105633-21 OpenWindows 3.6: Xsun patch	Recommended
105568-13 Libthread patch	Recommended
105210-19 LibC patch	Recommended
105669-07 CDE 1.2: libDTSvc patch (dtmail)	Recommended
106409-01 Chinese TrueType Fonts patch	Recommended

Upgrade Issues

You can download the BuyerXpert 4.0 migration kit from the following URL:

<http://web.archive.org/web/20010807094048/http://www.iplanetcustomers.com/>

This site is password protected, so you will need to contact iPlanet technical support to obtain the user ID, the password, and instructions to access the migration kit from the site.

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Limitations and Known Problems

This section describes the limitations and known problems in BuyerXpert 4.0.

Limitations

Default Rule Instances

Do not remove or disable any default rule instances. BuyerXpert depends on the proper configuration of default rule instances.

Reloading Frames

BuyerXpert is a frame-based application. Like any other frame-based application, using the browser's Reload button does not reload the frame. Instead, it attempts to reload the login page.

Workaround/Solution: Right-click the frame you want to reload, and select the reload option.

Known Problems

- [512348 Using an ampersand \(&\) sign in data causes problems.](#)
- [516051 Problems can occur when accounting code format is changed.](#)
- [518426 The -i option \(files directory\) of the Import utility command-line interface does not work in interactive mode.](#)
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512348 Using an ampersand (&) sign in data causes problems.

Ampersand signs in data are converted to semicolons (;), which can cause problems.

Workaround/Solution: Do not enter an ampersand (&) in data.

516051 Problems can occur when accounting code format is changed.

In the Admin interface, problems with incomplete requisitions or off-catalog commodity codes can occur if you change the accounting code format in such ways as:

- Changing default values
- Changing possible values so that existing values are no longer valid
- Changing dependencies so that existing sequences are no longer valid
- Adding or deleting segments
- Renaming segments

BuyerXpert has some ability to recover from these problems. For example, if you change the default accounting code values, then requisitions using the defaults will automatically receive the new defaults.

Workaround/Solution: If there are major changes to the accounting code structure, the best recourse is to edit the requisitions so that new accounting codes are added and the old codes are deleted.

518426 The -i option (files directory) of the Import utility command-line interface does not work in interactive mode.

If you don't list the file names inside the command line, the Import utility will prompt you for the file names and use the current directory if the file names don't have a fully qualified directory path.

Workaround/Solution: List the file names in the command line, or use fully qualified file names.

519219 iPlanet Application Server: Web server hangs during heavy loads.

This is an iAS web server connector problem. During heavy loads, the web server may stop responding and appear to hang. Eventually, the browser times out with an error.

Workaround/Solution: To keep working, disable the Java Virtual Machine (JVM) within iWS. To do this:

1. Run the iPlanet Web Server Administration Server. See <http://docs.iplanet.com/docs/manuals/enterprise/41/ag/esgstart.htm#1019078>
2. Use the Enable/Disable Servlets/JSP page in the Servlets tab in the Server Manager. See: <http://docs.iplanet.com/docs/manuals/enterprise/41/ag/esprgrm.htm#1019782>
3. On the Enable/Disable Servlets/JSP page, select NO for both Activate the Servlet Engine and Enable JSP. This allows the web server watchdog process (uxwdog) to restart the web server when the bug occurs, thus avoiding the hang.
4. Sometimes, the web server watchdog process fails to restart the web server. If you are running on a multi-processor (or want more reliability) it is advisable to configure the iPlanet Web Server for multi-process mode. See:

<http://docs.iplanet.com/docs/manuals/enterprise/41/ag/esperfrm.htm#1049437>

This increases the likelihood that the web server will be properly restarted, and can also benefit performance.

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519977 Non-catalog screen is confusing.

The non catalog screen is used to search for products within the catalog or add non-catalog items to your shopping cart.

If you know the product code within your catalogs, enter it in the product code section and click Search. This takes you to the product within the catalog (where you can add to your shopping cart).

Note: You can also add a supplier company as part of your search criteria.

Workaround/Solution: If you want to add a non-catalog item, the following fields are required:

- product description
- commodity code
- estimated price
- quantity
- unit of measure

After filling in these required fields, click Add Item.

520099 Stopping the portal server stops the directory server and the web server.

Stopping the ipsserver for the iPlanet Portal Server stops the iPlanet Web Server and the iPlanet Directory Server. This happens because the portal server shutdown script searches for all the ldap and iwsserver processes, and shuts them down.

Workaround/Solution: Edit the portal server shutdown script to search for the processes owned by root or the user ID under which portal server is running. Shut down those processes. Add the following line to the filter in the killdaemonproc() method in the ipsserver script: `/usr/bin/grep root`

520984 Internet Explorer: Shopping cart does not refresh correctly for a non-catalog item.

This is an Internet Explorer problem. In the User interface, the shopping cart fails to refresh after a non-catalog item is added.

Workaround/Solution: Change your Internet Explorer options as follows: menu bar ->tools->internet options->temporary internet files->settings. Select Every Visit to the Page.

522843 Internet Explorer: Help button doesn't work on initial login.

This is an Internet Explorer problem. The Help button on the login page doesn't work for initial login.

Workaround/Solution: Reload the page.

522889 Netscape 6: Cannot view a Microsoft Word attachment.

This is a Netscape 6 problem. You might not be able to open a Microsoft Word email attachment if you use Netscape 6 as your browser.

Workaround/Solution: Right-click the attachment, then select "Open Link in New Window."

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523116 Multiple users cannot log into the same browser.

BuyerXpert 4.0 does not allow more than one user to be logged in per browser. If more than one user logs into the same computer and into the same browser, they will share the same sessions, and problems can occur.

Workaround/Solution: Always log out in the following circumstances:

- You are finished with the session
- You want to log in as another user
- You want to use another iPlanet application

523123 Cannot resume an aborted import session.

Once an import session has been aborted, it cannot be resumed.

Workaround/Solution: Restart the import session from scratch.

523124 Viewing problems occur if webserver is using port 80.

If your web server is installed to run on (default) port 80, you will receive an "unauthorized" error message.

Workaround/Solution: If you are using port 80, remove port 80 from the URL. If you use any other port number for the web server, include that port number in the URL.

Wrong way:

`http://ruyaksun.red.iplanet.com:80/NASApp/buyer/Login`

Right way:

`http://ruyaksun.red.iplanet.com/NASApp/buyer/Login`
`http://ruyaksun.red.iplanet.com:2000/NASApp/buyer/Login`

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523159 Unexpected logouts occur when running Catalog Manager in a multiple kjs

environment.

You cannot run the Catalog Manager in a multiple kjs environment.

Workaround/Solution: The URL to access Catalog Manager is:

`http://<host>:<port>/NASApp/buyer/iMM/imm.jsp`

- Install a separate iPlanet Application Server with a single kjs process to run Catalog Manager. This iAS installation can be used exclusively for Catalog Manager.
Or
- Configure the iAS that will run with multiple kjs processes:
 1. Run the iAS administrative utility (ksvradmin or startconsole).
 2. Select the application menu option.
 3. In the left (navigation) frame, click ias/Default/System.
 4. In the right frame, check the Sticky option for StaticServlet and JSPRunner.
 5. To commit your settings, click Apply Changes.

523299 Outbound requisition file can contain incorrect partial shipment information.

For requisitions where partial shipments are not allowed (that is, orders can only be shipped complete), the generated EDI file can show the code SP (Ship Partial) instead of the code SC (Ship Complete).

523491 Cannot view default contact list in certain rule circumstances.

If you create a *new* rule instance to add more return values (such as contacts) for a rule instance that already exists, end users will not be able to see the original default values. For example, you have a `shipping_contact_list` rule that returns Jack and Mike, and you want to add another contact, Joe, to this list.

Workaround/Solution: Add the additional value to the same rule instance rather than creating a new rule instance. That is, add Joe to the same rule instance with Jack and Mike.

523499 Using a plus (+) sign in data causes problems.

If you use a plus (+) sign to create an organization unit name, such as "asia+east asia," you will receive an error message.

Workaround/Solution: Do not use a plus (+) sign when creating an organizational unit name.

523522 State information for a newly created location may not show in the User interface.

If you save location information on the Status and Contact Information screens, the value set for State (located on the General Info screen of the Admin interface) is erased.

Workaround/Solution:

- Use the Import utility rather than the Admin interface for frequent updates to location

information.

Or

- Make a note of the value set for State on the General Info screen, then restore the previous State value and save General Info.

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523572 Purchase order does not reflect changed payment information in the User interface.

If you change the payment information on the Purchase Order screen in the User interface, the default payment information is still used. You are not able to select a payment instrument other than the default.

BuyerXpert selects a payment instruments as follows:

1. Evaluates the PAYMENT_SUBTYPE_DEFAULT rule.
2. Selects an instrument of the subtype specified by the rule, as long as the amount of the resulting purchase order is within the limit specified by the rule.
If the amount is greater, or if there are no instruments of this subtype that the user is allowed to use, the PAYMENT_SUBTYPE list rule is evaluated, and the first subtype that has the required limits and usable instruments is selected

Workaround/Solution: To specify a payment instrument, use the Admin interface to create the instrument and set this instrument's subtype, for the user, as the value for the PAYMENT_SUBTYPE_DEFAULT rule.

523626 Deleted organizations are still displayed in a search for companies.

During a search, all companies appear, even if they are logically deleted.

Workaround: Physically delete the organization from the LDAP tree.

523636 Some inbound OBI orders do not display total amount.

When attempting to insert orders into Buyer through OBI, the inbound files do not have an AMT segment or an order total.

Workaround/Solution:

1. Specify that BuyerXpert will only accept inbound files that have an AMT segment or an order total.
2. Implement the specification.
3. Change BuyerXpert so that it recognizes that no AMT segment is present.
4. Add the individual price totals from each line item and display that total in BuyerXpert. Also, specify that the same total should be sent to the supplier.

523648 Import of price items degrades after 1000 records.

During the import process for PriceItem, performance begins to degrade after approximately 1000

records are added. Eventually, this causes an "out-of-memory" error.

Workaround: Import PriceItem records in smaller sets of 1000 records, and increase the memory of the KJS process.

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523735 Warning messages appear when installing or loading schema.

The following messages can appear when you load sample data and schema:

ldap_modify: Type or value exists
ldap_modify: additional info: The attribute "memberOf" already exists.
ldap_modify" Operations error
ldap_modify" additional info: Suffix "o=iplanet.com" already exists.
ldap_add: Already exists

Workaround/Solution: These are warnings indicating that the specified entry already exists. You can safely ignore these messages.

523741 Cannot change the list price for an off-catalog item a second time.

For off-catalog items, changing the list price a second time may cause an error.

Workaround/Solution: Delete the line item and re-add it.

523868 List price currency is not converted during a compare.

When you compare items in the catalog, the list price does not get converted to user-preferred currency.

Workaround/Solution: You can view the converted list price while browsing the catalogs, and also while viewing item details.

523898 Oracle "dbassist" tool does not create a UTF-8 database properly.

If you use "dbassist" to create a UTF-8 database, the database will not be properly configured for UTF-8 causing "object stale exception" errors to occur in BuyerXpert.

Workaround/Solution: Make sure the following parameters are properly set:

- Database character set UTF8
 - Database NATIONAL character set UTF8
- For Oracle client environment: NLS_LANG set to AMERICA_AMERICA.UTF8

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523952 Cannot add an item after comparing multi-catalog search results.

A multi-catalog search involves searching from the main catalog browse page, or from any other page, selecting All Catalogs, and then invoking Compare Items by selecting two or more items from the search results page. If you do a multi-catalog search, you will not be able to invoke Add to Cart from the page that displays the comparison.

Workaround/Solution: Add the items from search results page or from the item details page.

523962 A currency conversion problem can occur when the tax model is TaxWare.

When the tax model is TaxWare and the display currency is different from the common currency, the error "No conversion is available" appears.

Workaround/Solution: Use the BuyerXpert custom tax model if common currencies are different from display currencies.

How to Report Problems

If you have problems with your BuyerXpert system, contact iPlanet customer support using one of the following mechanisms:

- iPlanet online support web site at <http://web.archive.org/web/20010807094048/http://www.iplanet.com/support/online/>
From this location, the CaseTracker and CaseView tools are available for logging problems.
- The telephone dispatch number associated with your maintenance contract

So that we can best assist you in resolving problems, please have the following information available when you contact support:

- Description of the problem, including the situation where the problem occurs and its impact on your operation
- Machine type, operating system version, and product version, including any patches and other software that might be affecting the problem
- Detailed steps on the methods you have used to reproduce the problem
- Any error logs or core dumps

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iPlanet BuyerXpert 4.0

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search



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